

Specification of Competency Standards
for the Property Management Industry
Unit of Competency

Functional Area - Management of the Environment of a Property

Title	Handle emergency situations following prescribed steps
Code	110416L2
Range	Emergency work on the property, applicable to frontline personnel in coping with emergencies
Level	2
Credit	2
Competency	<p>Performance Requirements</p> <p>1. Understand the work of emergencies handling</p> <ul style="list-style-type: none"> • Understand the common emergencies in the property, such as general emergencies and basic response measures • Clearly understand the emergency escape route within the property <p>2. Perform emergencies handling</p> <ul style="list-style-type: none"> • Be able to take basic steps to deal with general sudden interruptions in water/electricity supply, lift failures resulting in passenger trappings, flooding, fire alarms, gas leaks, crimes, storm rain or typhoon, collapsed trees or falling objects, etc. • Be able to take care for and comfort the clients • Be able to assist in evacuation or leading the support personnel into the venue as instructed • Be able to notify superiors of accidents clearly and seek support <p>3. Deal with aftermath of an incident and record</p> <ul style="list-style-type: none"> • Be able to assist in the aftermath, such as reopening facilities or passages, assisting in the removal of debris • Be able to make clear and accurate records of accidents
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand common emergencies and basic response measures in the property, and be able to clearly understand the emergency escape route within the property; and • Be able to handle basic emergencies and perform aftercare in accordance with established guidelines.
Remark	